

# **Public Benefits for Arkansas Seniors 2003**

**If you need this material in an alternative format, such as large print, audio, tape, etc., please contact  
Information & Assistance (501) 682-2441 (voice) or (501) 682-2443 TDD**

## TABLE OF CONTENTS

Area Agencies on Aging .....	i
Electricity Sales Tax Exemption .....	1
Homestead Property Tax Refund .....	2
Social Security.....	3
Medicare.....	5
Supplemental Social Security Income (SSI) .....	6
Food Stamps .....	8
Medicaid.....	9
Medicaid Spend Down .....	10
Qualified Medicare Beneficiary (QMB) .....	11
ARSeniors Medicaid Program.....	12
Special Low-Income Medicare Beneficiary (SMB or SLMB) .....	13
Qualified Individual (QI) #1.....	14
ElderChoices .....	15
Alternatives for Adults with Disabilities.....	16
IndependentChoices .....	17
Medicaid-Nursing Home Care .....	18
Commodities Distribution Program .....	19
Home Energy Assistance Program.....	20
Weatherization.....	21
Aging Services Summary of Eligibility .....	22
Arkansas Medicaid Programs.....	25
Public Benefits Office Listings: Soc. Sec. DHS County Offices, Community Action .....	27
Summary of Benefits .....	36

## INTRODUCTION

Public Benefits for Arkansas Seniors 1998 was originally developed and updated by the AAA of Northwest Arkansas and disseminated by the Division of Aging and Adult Services to provide seniors with basic information about public benefits available to them. This resource is an effort to inform seniors who may not be aware of benefits that can help them meet housing, food, energy, and medical costs. For extra copies of this resource, please contact your area agency on aging or the Division of Aging and Adult Services, PO Box 1437, Slot S-530, Little Rock AR 72203-1437, Telephone (501) 682-2441/TDD (501) 682-2443. **Available in alternative format.**

Please note that eligibility can only be determined by application to the appropriate agency. The information provided here is meant to be a general overview. Also, it is important to note that eligibility criteria change periodically and the figures stated here are subject to change. For more information or for assistance in applying for benefits, contact the area agency on aging in your area. The eight Arkansas area agencies are listed on the next page.

## ARKANSAS AREA AGENCIES ON AGING

### Area Agencies on Aging

#### AAA of Northwest Arkansas

1510 Rock Springs Road  
PO Box 1795

Harrison AR 72602-1795

Phone: 870-741-1144 /Toll free: 1-800-432-9721 TDD: 870-741-1346

#### White River AAA

3998 Harrison Street  
PO Box 2637

Batesville AR 72503

Phone: 870-612-3000

#### East Arkansas AAA

2005 E. Highland/Fountain Sq.  
PO Box 5035

Jonesboro AR 72403-5035

Phone: 870-972-5980

#### AAA of Southeast Arkansas

709 East 8th

PO Box 8569

Pine Bluff AR 71611

Phone: 870-543-6300

#### CareLink (Central AR AAA)

706 West 4th Street

PO Box 5988

North Little Rock AR 72119

Phone: 501-372-5300

#### SeniorSpecialists (AAA of West Central Arkansas)

905 W. Grand Avenue

Hot Springs AR 71901

Phone: 501-321-2811

#### Southwest Arkansas AAA

600 Columbia, 11E

PO Box 1863

Magnolia AR 72753

Phone: 870-234-7410

#### AAA of Western Arkansas

524 Garrison

PO Box 1724

Fort Smith AR 72902

Phone: 479-783-4500

### Counties Served

Baxter, Benton, Boone, Carroll  
Madison, Marion, Newton, Searcy  
and Washington

Cleburne, Fulton, Independence,  
Izard, Jackson, Sharp, Stone  
Van Buren, White, and Woodruff

Toll free & TDD: 1-800-382-3205

Clay, Craighead, Crittenden,  
Cross, Greene, Lawrence, Lee,  
Mississippi, Phillips, Poinsett,  
Randolph, and St. Francis  
Toll free: 1-800-467-3278

Arkansas, Ashley, Bradley,  
Chicot, Cleveland, Desha, Drew,  
Grant, Jefferson, and Lincoln

Toll free & TDD: 1-800-264-3260

Faulkner, Lonoke, Monroe, Prairie  
Pulaski, and Saline

Toll free & TDD: 1-800-482-6359

Clark, Conway, Garland, Hot Spring  
Johnson, Montgomery, Perry, Pike,  
Pope, and Yell  
Toll free: 1-800-467-2170

Calhoun, Columbia, Dallas,  
Hempstead, Howard, LaFayette,  
Little River, Miller, Nevada  
Ouachita, Sevier, and Union  
Toll free: 1-800-272-2127  
TDD Toll-free: 1-800-336-5575

Crawford, Franklin, Logan, Polk,  
Scott, and Sebastian

Toll free: 1-800-320-6667

## **ELECTRICITY SALES TAX EXEMPTION**

### **WHAT IS IT?**

Low-income electric utility customers are eligible for a sales tax exemption on the first 500 Kilowatt-hours of use each month. This savings reduces the monthly electric bill.

---

### **ELIGIBILITY CRITERIA**

Any electric utility customer with a combined household income of \$12,000 a year or less.

---

### **HOW TO APPLY**

Complete a simple one-page registration form and mail to your electric company. These forms are available from your local Electric Company, Revenue Office, Department of Human Services, Community Action Agencies, Senior Centers, and Area Agency on Aging.

## **AMENDMENT 79 / HOMESTEAD PROPERTY TAX REFUND**

### **WHAT IS IT?**

Amendment 79 to the Arkansas Constitution defines the Homestead Property Tax Refund and provides real estate tax refunds to homeowners of any age.

---

### **ELIGIBILITY CRITERIA**

In accordance with Amendment 79 of the Arkansas Constitution, property owners are eligible for up to a three hundred dollar (\$300) credit on real estate taxes, which applies to their homestead property. A homestead is a property in which you are the owner of record and is your principal place of residence.

The property must be the owner's principal place of residence, in which the owner lives more than six months a year.

The owner's name must appear on the deed record for this property.

---

### **WHAT DOES IT PAY FOR?**

Refund of real property tax paid by the taxpayer. The refund may be up to \$300.

---

### **HOW TO APPLY?**

Property owners should receive the applicable form by mail. If you do not receive a form, you may contact your County Assessor's office.

To obtain forms, contact your local county tax assessor.

Mail completed form to:      Your County Tax Assessor

---

### **WHAT IF I HAVE QUESTIONS?**

If you have any questions regarding this matter, Pulaski County Assessor, Janet Troutman Ward has graciously agreed to answer them. Please call the Pulaski County Assessor's office at 501-340-6170.

You may wish to consult the Pulaski County Assessor's Office website for the answers to frequently asked questions (FAQ): <http://www.co.pulaski.ar.us/d0700p03.htm>

Revised 6/2003

## SOCIAL SECURITY

### WHAT IS IT?

Social Security pays retirement, disability, survivors and family dependent benefits for eligible insured persons and their dependents.

---

### ELIGIBILITY

#### Retirement

Age -	62 years old - early retirement with reduced benefit.
Age -	65+ years old - full retirement benefit (age is going up)
Insured -	Ten years of coverage will fully insure a worker and his family for life.
Benefit amount -	Benefit amount is based on the average yearly earnings of your working career under Social Security. Maximum benefit is over \$1600 a month.
Earning Test -	At full retirement age (65 and 2 months) or older \$11,520.

As of January 2002 there is no earnings limit for persons upon full retirement age. For people under full retirement age, \$1 will be withheld for every \$2 in earnings above the limit.

---

### ELIGIBILITY

#### Disability

For a worker to qualify for disability benefits, he or she must be unable to engage in any substantial, gainful employment due to a physical or mental impairment that either: (1) is expected to result in death; or (2) has lasted or is expected to last for at least 12 months.

To be eligible for disability payments, you must meet the following tests:

- \* You must have the same amount of work credit that would be required if you reached retirement age in the year you were disabled.
- \* You must have 20 quarters (5 years) of coverage out of the preceding 40 calendar quarters (10 years before you qualify as disabled.) (Exception for disability by blindness.)

### ELIGIBILITY

#### Survivors

If a worker dies and has enough Social Security work credits, survivor's benefits can be paid to the worker's:

- \* widow or widower - full benefits at full retirement age or reduced benefits as early as 60. A disabled widow or widower can get benefits between 50 - 60.
- \* widow or widower at any age if she or he takes care of worker's child under 16 or disabled who gets benefits.
- \* unmarried children under 18 (or 19 if they are attending elementary or secondary school full time.) The child can get benefits at any age if he or she was disabled before 22 and remains disabled. Under certain circumstances, benefits can also be paid to the grandchildren.
- \* dependent parents 62 or older.

### Special One-Time Death Benefit

There is a special one-time payment of \$255 that can be made. It can go only to your eligible widow or widower, or if none, to the child who gets benefits on your record.

---

### HOW MUCH SOCIAL SECURITY TO EXPECT

Being covered or insured only means that a person can receive benefits. The amount a person receives in monthly checks depends on the average yearly earnings of the person's working career under Social Security. These basic benefits are now automatically adjusted upward every January to keep pace with the cost of living.

---

### HOW TO APPLY

Contact your local Social Security Office.

For further information call: 1-800-772-1213 or your local Social Security office.

Income Guidelines change in January 2004

Revised 6/2003

## MEDICARE

### WHAT IS IT?

Medicare is a federal health insurance program.

---

### ELIGIBILITY

1. Social Security beneficiaries who are 65 or older.
  2. Social Security disability beneficiaries who have received benefits for 24 months.
  3. Social Security beneficiaries and their dependents who need dialysis treatment or a kidney transplant.
  4. ALS or Lou Gehrig's disease.
  5. Most persons who are 65 or older but not Social Security beneficiaries are eligible to pay for Medicare coverage, or if they meet the guidelines, are eligible for Medicaid to pay their Medicare premiums through SSI, QMB, or ElderChoices. SMB only pays for Part B.
- 

### WHAT DOES IT PAY FOR?

Medicare has two parts - Part A, hospital insurance and Part B, medical insurance. Part A can help pay for inpatient hospital care, inpatient care at skilled nursing facilities, and home health care. Part B can help pay for necessary doctor's services, outpatient necessary doctor's services, outpatient hospital services and a number of other medical services and supplies that are not covered by Part A.

Medicare does not pay for all medical costs.

Part A -	Hospital Deductible	\$898.00
----------	---------------------	----------

Part B -	Premium	\$ 58.70
	Deductible	\$100.00

After patient has paid the deductible, part B pays for 80% of covered services.

---

### HOW TO APPLY

Contact your local Social Security Office.

\* Premiums and deductibles change in January 2004.

Revised 6/2003



## SUPPLEMENTAL SECURITY INCOME (SSI)

### WHAT IS IT?

SSI is a federal income supplement program funded by general tax revenues.

---

### ELIGIBILITY

To get SSI, a person must be 65 or blind or disabled and meet the income and resource guidelines.

- \* Blind means you are either totally blind or have very poor eyesight.
  - \* Disabled means you have a physical or mental problem that keeps you from working and is expected to last at least a year or to result in death.
- 

### Income Limits

Individual - If the person has no income, the check amount is \$552 per month.

For a person with Social Security income, the SSI benefit amount is reduced according to income to bring the total up to \$552. There is a general exclusion of \$20 a month. (\$552+\$20 = \$572)

Example:      \$300 (gross Social Security)  
                    - 20 (first \$20 not counted)  
                    \$280 (countable income)

                    \$552 (SSI benefit rate)  
                    - 280 (countable income)  
                    \$272 (SSI payment)

Couple - If the couple has no income, the check amount is \$829 a month.

For a couple with Social Security, the SSI benefit amount is reduced according to income to bring the total up to \$829. There is a general exclusion of \$20 for a couple (\$829 + \$20 = \$849)

Example:      \$500 (combined gross SS)  
                    - 20 (first \$20 not counted)  
                    \$480 (countable income)

                    \$829 (SSI benefit rate)  
                    - 480 (countable income)  
                    \$349 (SSI payment)

Not all income counts. The first \$20 of individual income does not count. The first \$65 of earned income and one-half of earnings over \$65 a month does not count. VA Aid & Attendance and the portion of a VA benefit that is paid to you for a dependent do not count as income. The first \$64 of earned income and one-half of earnings over \$65 a month do not count.

NOTE: For a couple, when one spouse is ineligible for SSI and receives a Veteran's Pension, the rule for determining eligibility is different than usual. On determining the spouse's eligibility, none of the Veteran's income from any source is counted. The spouse's eligibility would be determined using only her income plus the amount of the Veteran's pension that is paid for her as his dependent. This means that a couple can have a combined income that is substantially higher than the normal SSI benefit.

If you live with someone else in their house and do not pay your share of household expenses, the benefit amount is reduced by 1/3 to \$368.00 a month for an individual and \$552.66 for a couple.

Resource Limits - Individual	\$2,000
Couple	\$3,000

Not all resources count. Your home and the land it is on, most household goods, a car, and personal property do not count.

---

## WHAT DOES IT PAY?

If you qualify for SSI, you will receive a monthly benefit check. You will also automatically become eligible for Medicaid. You will receive a plastic Medicaid card. Medicaid pays for many medical expenses.

---

## HOW TO APPLY

Apply for SSI by calling or visiting your local Social Security Office or visit Social Security on line at [www.socialsecurity.gov](http://www.socialsecurity.gov)

---

Income guidelines for SSI change in January 2004.

## FOOD STAMPS

### WHAT ARE THEY?

The Food Stamp program provides coupons that spend like cash for food at most stores. This benefit can help qualified older Americans on fixed incomes to stretch their food budgets.

---

### WHO IS ELIGIBLE?

Residency/Citizenship: An applicant must live in the county in which the application is filed and be a U.S. citizen or a lawfully admitted alien.

Lawful Food Stamp Household: Applicants must not be boarders, ineligible students, disqualified individuals or residents of an institution.

Work Registration: All able-bodied people, ages 18 through 59, who are not exempt (exempt by reason of being employed, having care of dependent children or being incapacitated), must register for work. People who quit their jobs without good cause will not be allowed to participate in the program for a period of three months.

	<u>Households with a member age 60 or older or disabled</u>	<u>Non-elderly/non-disabled households</u>
Resources:	\$3,000	\$2,000
Income:	Net income after deductions	
	1 person household - \$ 739	
	2 person household - \$ 995	

The above figures reflect income eligibility by household. However, elderly persons can be certified separately from the rest of the household if they meet one of the following criteria: 1) they customarily contribute to household expenses (more than 50% of the amount) and purchase and prepare meals separately from others in the rest of the household or 2) in some cases if they are unable to purchase and prepare meals because of a disability.

There is a standard deduction of \$134 a month for each household. There is a \$212 a month standard deduction for utility costs. Elderly and disabled households can deduct shelter costs without being subject to a maximum. They are also eligible for a deduction for out-of-pocket medical costs over \$35 a month.

---

### AMOUNT OF BENEFIT

The number of food stamps received depends on income and deductions and number of persons in the household. Persons on SSI are automatically eligible for at least \$10.00 a month in food stamps.

### HOW TO APPLY

Apply at the County Department of Human Services Office.

Revised 6/2003

## MEDICAID

### WHAT IS IT?

Medicaid is a joint federal-state program that provides limited medical services and contributes toward the costs of medical care for eligible persons. In Arkansas, Medicaid is administered by the Department of Human Services Division of Medical Services.

---

#### Categories of Medicaid that apply to Older Arkansans:

SSI - A person who is eligible for SSI is automatically eligible for Medicaid. (See SSI, page 6)

Medicaid Spend Down - A person who is over the income limits for regular Medicaid but has unusually high medical expenses may receive Medicaid coverage for a limited time. (See Medicaid Spend Down, Page 10)

QMB - Medicare recipients who are over the regular Medicaid income limits may be eligible for QMB to pay their Medicare premiums, deductibles and coinsurance. (See QMB, Page 11)

SMB (sometimes called SLMB) - Special Low Income Medicare Beneficiary is a category of Medicaid for Medicare beneficiaries that are over the regular Medicaid and QMB income limits to pay for their Medicare Part B premium. (See SLMB, Page 12)

QI #1 Qualified Individual #1 is a category of Medicaid for persons over the SMB guidelines (See QI # 1, Page 13)

ElderChoices - This is a special category of Medicaid for older people who are eligible for home and community based long-term care. (See ElderChoices. page 14)

Alternatives for Adults with Disabilities - This is a special category for persons aged 21-64, who are eligible for home and community based long-term care, and need attendant care and/or home modification. (See page 15)

IndependentChoices – This is a pilot client-directed Medicaid waiver for Medicaid eligible persons age 18 and above who have a medical need for personal care service. (See page 16)

Long Term Care (Nursing Home) - This is a category of Medicaid for nursing home residents who meet the eligibility criteria. (See Medicaid - Nursing Home, page 17)

Revised 6/2003

## MEDICAID SPEND DOWN

### WHAT IS IT?

This Medicaid category provides temporary coverage for persons with high medical expenses who would not normally qualify for Medicaid because of income.

---

### ELIGIBILITY

Age 65, blind or disabled.

Income In general, out-of-pocket medical expenses must exceed monthly income over a three-month period.

<u>Resources</u>	Individual	Couple
	\$2,000	\$3,000

Applicants may deduct medical expenses (including Medicare and health insurance premiums, deductibles, co-payments) incurred during a three-month Spend-Down period, plus other old, unpaid medical bills to reduce their countable income to below the Medically Needy income limits.

The Spend Down period (three months) can go back as far as the three months before the month of the application, or can include the two months following the month of application.

---

### WHAT DOES IT PAY FOR?

High unpaid medical expenses for a three-month period.

---

### HOW TO APPLY

Apply at the County Department of Human Services.

Revised 6/2003

## QUALIFIED MEDICARE BENEFICIARY (QMB)

### WHAT IS QMB?

The QMB program is a category of Medicaid for low-income persons who are eligible for Medicare.

---

### ELIGIBILITY CRITERIA

Eligible for Medicare Part A

#### Income Limits

#### Individual

#### Couple

\$769.00

\$1030.00

(both amounts include \$20\*)

If a person has Medicare Part B, the \$58.70 premium is counted as part of the income. If a person has earned income, the income can be somewhat higher and still qualify.

#### Resource Limits

#### Individual

#### Couple

\$4,000

\$6,000

The home, automobile, household contents, personal possessions, and most burial arrangements do not count as resources. There will be no penalty imposed for transfer of resources.

---

### WHAT DOES QMB PAY FOR?

If you are eligible, QMB will pay your Medicare Part B premiums, \$58.70 per month. It will pay for your Medicare Part A premiums if you are not eligible for free premiums. It also pays Medicare deductibles and co-payments, so it acts as a free Medicare supplement. However, persons with QMB are responsible for a coinsurance of 50% of the first day of a Hospital stay, a maximum of 50% of the Medicare deductible.

#### Medicare Part A Hospital Insurance

- Premium - \$100
- Deductible - \$840 per spell of illness
- Co-insurance - 61st to 90th days

#### Medicare Part B Medical Insurance

- Premium - \$58.70
- Deductible - \$100 per year
- Co-insurance - 20% up to Medicaid limits

QMB only covers gaps in Medicare, and does not cover Medicaid services such as prescriptions or eyeglasses.

---

### TO APPLY FOR QMB:

Apply at the County Department of Human Services Office.

\*Income guidelines are 100% of Federal Poverty guidelines plus \$20 and subject to change in April 2004.

Revised 6/2003

## ARSeniors MEDICAID PROGRAM

What is ARSeniors?

The ARSeniors program is a new category of Medicaid for low-income seniors.

---

<b>Income Limits</b>	<b>Individual</b> \$598.66*	<b>Couple</b> \$808.00*
<b>Resource Limits</b>	<b>Individual</b> \$4,000	<b>Couple</b> \$6,000

The home, automobile, household contents, personal possessions, and most burial arrangements do not count as resources. There will be no penalty imposed for transfer of resources.

---

### WHAT DOES ARSeniors PAY FOR?

Eligible recipients will receive the full range of Arkansas Medicaid benefits. This includes payment of Medicare premiums, deductibles and co-payments. Medicaid benefits that are not covered by Medicare will be available to ARSeniors. For example, prescription drugs, non-emergency medical transportation and personal care services.

---

### TO APPLY FOR ARSeniors:

Apply at the Department of Human Services County Office.

\*Income guidelines are 80% of the federal poverty level.

## SPECIAL LOW-INCOME MEDICARE BENEFICIARY (SMB or SLMB)

### WHAT IS IT?

The Special Low Income Medicare Beneficiary program is a category of Medicaid for low-income persons who are eligible for Medicare Part A.

---

### ELIGIBILITY CRITERIA

Those eligible for and receiving Medicare Part A.

#### **Income Limits**

#### **Individual**

#### **Couple**

\$918.00\*

\$1232.00\*

If a person has Medicare Part B, the \$58.70 premium is counted as part of the income. If a person has earned income, the income can be somewhat higher and still qualify. The 2002 Social Security Cost of Living Allowance is not counted until the SMB guidelines change in April 2003.

#### **Resource Limits**

\$4,000

\$6,000

The home, automobile, household contents, personal possessions, and most burial arrangements do not count as resources. No penalty will be imposed for transfer of resources.

---

### WHAT DOES SMB PAY FOR?

If you are eligible, SMB will pay your Medicare Part B premiums. SMB does not cover other Medicaid services such as medical care, prescriptions, or eyeglasses. You will not receive a Medicaid card.

---

### TO APPLY FOR SLMB:

Apply at your County Department of Human Services Office. Effective April 2003.

\*Income guidelines are 120% of the Federal Poverty Guidelines plus \$20 and are subject to change April 2004.

Revised 6/2003



## QUALIFIED INDIVIDUAL (# 1)

### WHAT IS IT?

The Qualified Individual # 1 program is a category of Medicaid for Medicare beneficiaries whose income is above the SSI, QMB and SMB income guidelines to pay for their Medicare Part B premium. Persons receiving this benefit are not eligible for any other Medicaid benefit.

(NOTE: The QI program has 2 parts; only the #1 option for the Medicare Part B premium is described here. QI #2 pays only \$26.76 a year (\$2.23 a month) to offset the increase in the Part B premium due to the inclusion of Home Health services under Part B. For more information or to apply for QI #2, contact your DHS county office.)

---

### ELIGIBILITY CRITERIA

Those eligible for and receiving Medicare Part A.

Monthly Income Limits	Individual	Couple
	\$1031.00	\$1384.00

If a person has Medicare, the \$58.70 premium is counted as part of the income.

Resource Limits	\$4,000	\$6,000
-----------------	---------	---------

The home, automobile, household contents, personal possessions, and most burial arrangements do not count as resources. No penalty will be imposed for transfer of resources.

---

### WHAT DOES QI PAY FOR?

If you are eligible, QI #1 will pay your Medicare Part B premiums (\$58.70 year.) QI #1 beneficiaries are not eligible for any other Medicaid services and will not receive a Medicaid card.

---

### TO APPLY FOR QI #1:

Apply at your county Department of Human Services office. Effective April 2003.

\*Income guidelines are 135% of the Federal Poverty Guidelines plus \$20 and are subject to change April 2004.

Revised 6/2003

## ELDERCHOICES

### WHAT IS IT?

ElderChoices is a home and community based program funded by Medicaid as an alternative to nursing home care.

---

### WHO IS ELIGIBLE?

Age 65 or older

Income \$1656 per month \*  
Only the individual's income is counted even for a married couple.

<u>Resources</u>	Individual	Couple
	\$2,000	\$3,000

Medical Need A person must meet the same medical criteria as used to determine Intermediate Level of Care in a Nursing Home.

---

### WHAT DOES IT COVER?

An ElderChoices recipient may receive a combination of services based on medical need and availability of the service.

#### Covered Services

- 1) Adult Day Care
- 2) Adult Day Health Care
- 3) Homemaker
- 4) Chore
- 5) Home Delivered Meals
- 6) Personal Emergency Response System (Lifeline)
- 7) Adult Foster Care
- 8) Respite Care

An ElderChoices recipient is also eligible for all other regular Medicaid services, such as prescription medications, doctor and hospital services.

---

### HOW TO APPLY

Apply at your County Department of Human Services Office. Form EMS-777 must be completed to determine financial eligibility. A DHS Registered Nurse will visit the applicant to assess for medical need, obtain the physician's signature on the forms and send to the Utilization Review Committee in Little Rock to determine medical eligibility. This program is subject to Estate Recovery provisions upon death of the client.

\*Income guidelines change in January 2004.

Revised 6/2003

## ALTERNATIVES

### WHAT IS IT?

Alternatives for Adults with Disabilities is a Medicaid program of community and home based services as an alternative to nursing home care.

### WHO IS ELIGIBLE?

A person must meet the same medical criteria as used to determine Intermediate Level of Care in a Nursing Home.

Age 21 to 64 years old

Income \$1656 a month

Only an individual's income is counted even if he/she is married. Not all income counts. VA Aide and Attendance and a portion of a VA benefit that is paid to you for a dependent do not count as income.

Resources	Individual	Couple
	\$2,000	\$3,000

### WHAT DOES IT COVER?

Alternatives is a consumer-directed program that allows recipients to receive Attendant Care and/or Environmental Adaptations based on their needs. The cost of services may not exceed the cost of nursing home care.

### HOW TO APPLY?

To apply, a person or his/her representative should contact the local Department of Human Services county office.

Income guidelines will change in January 2004.

## INDEPENDENT CHOICES

### WHAT IS IT?

IndependentChoices is a demonstration Medicaid waiver funded by Medicaid, Health and Human Services, and the Robert Wood Johnson Foundation as a client-directed alternative to traditional personal care.

---

### WHO IS ELIGIBLE?

Age	18 and above	
Income	Medicaid eligible or receiving Medicaid services.	
Resources	Individual \$2000	Couple \$3000
Medical Need	A person must have a medical need for personal care.	

---

### WHAT DOES IT COVER?

This is a client-directed program to give clients a monthly cash allowance in place of traditional personal care. Eligible persons are able to choose, supervise and pay their own personal care aide or use the allowance to purchase items related to personal care needs. The client (or his/her designated responsible party) will be assisted by a counselor agency to initiate the services. The counselor agency will monitor delivery of services to see that quality care is delivered.

---

### WHERE DO I APPLY?

Contact the Division of Aging and Adult Services at 1-888-682-0044 for an application.

Financial eligibility amounts will change in January 2004.

6/2003

## MEDICAID - NURSING HOME CARE

### WHAT IS IT?

A category of Medicaid to pay for nursing home care.

---

### WHO IS ELIGIBLE?

A person must meet the medical need for nursing home care as determined by the Office of Long Term Care.

Income            \$1,656 per month  
Only the individual's income counts, even if he or she is married. (See below.)

Resources        \$3,000 (Not all resources count.) The home, one car, and certain burial expenses are exempt.

Married persons are counted as separated when applying for Nursing Home assistance, and only the applicant's own income is counted. VA Aid & Attendance and the portion of a VA benefit that is paid for a dependent do not count as income. A couple's resources are divided according to Medicaid rules (see below). The spouse in the nursing home must spend down his/her countable resources to \$3,000 to receive Medicaid assistance.

#### Allowances for Spouses of Nursing Home Residents

If a nursing home resident qualifies for Medicaid assistance, some of his or her income may be used to support a spouse living in the community. Details about this can be obtained from the applicable County Department of Human Services (DHS) Office. However, some community spouses may be better off rejecting an allowance from their spouses, so they will not lose their Medicaid eligibility.

#### Rules for Dividing a Couple's Resources

When a married person first enters the nursing home, either spouse may request an initial assessment by the County Department of Human Services Office to assess and document the couple's resources.

- If total resources are under \$17,856, the community spouse gets all.
- If total resources are \$17,856 to \$35,712, the community spouse gets \$17,856.
- If total resources are over \$35,712, the community spouse gets half, up to a maximum of \$89,280.

This program is subject to Estate Recovery provisions upon death of the client.

---

### HOW TO APPLY

Apply at the County Department of Human Services Office. Form EMS-777 must be completed to determine financial eligibility.

Guidelines change in January 2004

Revised 6/2003

## COMMODITIES DISTRIBUTION PROGRAM

### WHAT IS IT?

The United States Department of Agriculture distributes surplus commodities on an irregular basis, as available.

---

### WHO IS ELIGIBLE?

	<u>Income Limits</u>	<u>Resource Limits</u>
Individual	\$973.00	none
Couple	\$1,313.00	none

---

### HOW TO APPLY

Apply at the Community Action Agency in your county or check with your local food pantry.

Income guidelines are subject to change in July 2004.

### Suggested Issuance Guidelines

<u>USDA Donated Food</u>	<u>Pack Size</u>	<u>Household Size Persons</u>	
		<u>1-4</u>	<u>5 or more</u>
Canned Juice	46 Ounce	1 can	2 cans
Canned Fruits	#303 Can	1 can	2 cans
Canned Vegetables	#303 Can	1 can	2 cans
Packaged Foods	1 lb or 2 lb	1 pkg.	2 pkgs

Revised 6/2003

## HOME ENERGY ASSISTANCE (Regular)

### WHAT IS IT?

One-time assistance per year in January toward heating costs.

---

### ELIGIBILITY

	<u>Income</u>	<u>Resources</u> (60+)
Individual	\$ 922	\$3,000
Couple	\$ 1243	\$3,000

---

## HEAP (Crisis Intervention)

### WHAT IS IT?

One-time assistance on heating costs in an emergency situation.

---

### ELIGIBILITY

	<u>Income</u>	<u>Resources</u>
Individual	\$ 922	\$3,000
Couple	\$ 1243	\$3,000

---

### HOW TO APPLY

Apply for these benefits at the Community Action Agency in your county.

Guidelines changed January 2003 and benefit is based on availability of funds.

Revised 6/2003

## WEATHERIZATION

### WHAT IS IT?

Residential weatherization activities will provide direct energy conserving improvements to the homes of low-income citizens to reduce long-term home energy consumption. An automated energy audit will be completed to determine the highest energy saving measures for each home. If there are any gas appliances in the home, a test is completed to determine carbon monoxide levels in the home and corrections made if necessary. Services include installing ceiling insulation, caulking, and weather stripping. A maximum \$2,614 can be spent on each home. Priority for services is given to the elderly and handicapped. Households are not eligible for Weatherization again if services have been received since September 1985. (There are some exceptions to this rule on a case-by-case basis according to need.)

---

### ELIGIBILITY

	<u>Income</u>	<u>Resource Limit</u>
Individual	\$935.42	none
Couple	\$1262.00	none

---

Gas heating stoves are also available on a limited basis for persons meeting the same guidelines as above. The applicant must either not have a stove or have inadequate heating source (such as, unvented stove or stove not working properly.) Stoves cannot be installed in mobile homes or rental property. A person is eligible even if he or she has received Weatherization services in the past.

---

### HOW TO APPLY

Apply at your local County Community Action Agency.

Incomes are effective April 1, 2003

Revisions can be expected in April 2004.

Revised 6/2003



## **Aging Services Summary of Eligibility**

A number of services are available to individuals through a variety of funding sources. These sources include funding under the Older Americans Act, state general revenue, dedicated state taxes, and individual and community donations. Please refer to page 24 for Medicaid programs.

The following services are available through the Area Agencies on Aging (AAA). Eligibility for these services is determined by those offices. In most cases clients must be 60 or older (unless otherwise noted).

Priority consideration is given to applicants in greatest economic and social need. A co-payment is not required from individuals who receive these services; however, clients are encouraged to donate if they are able.

Eligibility and payment criteria may change as state and federal regulations are amended or renewed. For the most current information, consult the local AAA or call the Division of Aging and Adult Services.

Not every service is available in every region and a service available within a region may not be available in every location.

### Aging Services

Adult Day Care: Clients must be physically or mentally impaired, and in need of care and supervision for periods of more than two (2), but less than 24, hours a day. Program services include meals, transportation and recreational activities in a group setting. Available in AAA regions I, III, V, and VII. Also available on private pay basis in some areas.

Adult Protective Services: Clients must be age 18+, endangered and unable to comprehend their danger. Services include complaint investigation and, where no family support is available, temporary custody. Reports of suspected abuse should be made to the 24-hour hot-line: 1-800-482-8049. All information is confidential.

Chore Service: Clients must be without significant social support systems able to perform services for them. This is a household service that may include running errands, preparing food, simple household tasks, heavy cleaning or yard and walk maintenance that the client is unable to perform alone and that does not require the services of a trained homemaker or other specialist. This cannot include medically oriented personal care tasks. Available in AAA regions I, IV, V, VI, VII and VIII. Also available on private pay basis in some areas.

Client Representation: Client Representation is an activity under which a client's needs are assessed and services to meet those needs are either provided directly by the Client Representative or arranged for in an organized and consistent manner. Client Representation includes, but is not limited to, such activities as outreach; referral for legal assistance; providing information about and determining eligibility for public benefits such as QMB and SMB; assisting with completion of applications and paperwork; attending meetings on behalf of clients; and providing information and assistance. Clients receiving both Medicaid Targeted Case Management and Client Representation will not receive duplicate services. Available in all AAA regions.

Congregate Meals: Clients must be 60+ (or spouse or disabled dependent of person age 60+). A service providing a hot or other appropriate meal that complies with the Dietary Guidelines for Americans and contains 1/3 the Recommended Dietary Allowance of nutrients (RDA). (2/3 RDA provided if in the same day a second meal is served, and 100% if 3 meals in a day.) The meals are served in a group setting such as a senior center or elderly housing facility and are usually associated with activities to promote social interaction and reduce social isolation. Available in all AAA regions.

Employment Services: Clients must be age 55 or older. This service provides an organized program of counseling, assessment, training and placement in employment, either subsidized or unsubsidized. Financial eligibility requirements vary by funding source. Available in all AAA regions.

Home Delivered Meals: Clients must be age 60+ (or spouse or disabled dependent of person age 60+), homebound, and unable to prepare nutritionally adequate meals, and must live in an area where the meal can be delivered. The service provides a hot or other appropriate meal that complies with the Dietary Guidelines for Americans and contains 1/3 the Recommended Dietary Allowance of nutrients (RDA). (2/3 RDA if a second meal is provided for the same day, and 100% if 3 meals.) Available in all AAA regions. Also available on private pay basis in some areas.

Homemaker Services: Clients must be in social need and without significant social support systems able to perform services for them. Homemaker services provide basic upkeep and management of the home and household assistance. Services may include menu planning, running errands, laundry, essential shopping, meal preparation and simple household tasks. Medically oriented personal care tasks are not included as a part of this service. The service provider must be trained in household management tasks and be supervised by the provider agency to assure that tasks are completed accurately and appropriately. Available in AAA regions II, IV, and V. Also available on private pay basis in some areas.

Information and Assistance: Available to all older persons, their families, and their friends. The service includes the provision of concrete information about services and benefits and where to obtain them; it may include assistance with referral to an agency providing needed services or benefits and follow-up to see that the referral was satisfactory. Available through all area agencies and senior centers.

Legal Assistance: Clients must be age 60+ needing legal advice that does not involve criminal charges. Available through all area agencies on aging.

Long-Term Care Ombudsman Program: The Arkansas State Long-Term Care Ombudsman Program (known as the Ombudsman Program) advocates for the rights of long-term care residents. It is a statewide program of community advocates that addresses the complaints of nursing home and residential care facility residents. Its representatives provide information on facilities, work for systematic change, and monitor the activities of the regulatory system.

Material Aid: Clients must be without significant support systems. Material aid is the provision of goods or payment of bills to meet or prevent an imminent emergency. (For example, purchase of basic necessities for someone whose house has been destroyed by fire, or payment of a utility bill to prevent imminent shutoff of service or the distribution of such items as clothing, smoke detectors, eye glasses, or security devices.) Available in AAA regions III, IV, VI, and VII.

Personal Care Services: Clients must meet medical requirements for personal care. Basic tasks necessary to enable a client to remain living in the community. Services include assistance with bathing, grooming, dressing, and toileting; food preparation and feeding; and incidental household chores related to the client's health and comfort. It may include transportation to and from medical appointments. Financial eligibility requirements vary by funding source. Currently funded by Older Americans Act and state appropriations. Available in all AAA regions. Also available on private pay basis in some areas.

Repair/Modification/Maintenance: Clients must reside in a home that they own or are in the process of buying, and be frail, in social need, greatest economic need, and without significant social support. Home repairs essential for the health and safety of the elderly owner who is unable to perform the needed work; modifications to make the dwelling more accessible to physically disabled or frail owner; maintenance to service basic appliances, perform pest control, etc. Financial eligibility requirements vary by funding source. Available in AAA regions IV, V, VII and VIII. Also available on private pay basis in some areas.

Socialization: Facilitating client's involvement in activities to reduce social isolation and promote social interaction and well-being through on-going programs of physical and mental activity. Available at Senior Centers in all AAA regions.

Telephone Reassurance: Client must live alone or temporarily alone, or be homebound in isolated areas. Service consists of telephone calls at appointed times to check client status; if contact is not made, assistance is sent. Available in AAA regions III, IV, V, and VI.

Transportation: The service transports a client from one location to another so that the client has access to needed services, care or assistance, such as medical services, shopping, bill paying, etc. Service may include escort assistance.

## **Arkansas Medicaid Programs:**

**Questions regarding Medicaid eligibility or Medicaid services may be answered by the County Department of Human Services Offices.**

**ElderChoices Program:** Provides in-home services to individuals 65 and over, meeting financial eligibility (300% SSI), resources eligibility (\$2,000 - individual, \$3,000 - couple) and medical eligibility (admission to an intermediate nursing facility). These in-home services are designed to reduce or prevent institutionalization by maintaining, strengthening or restoring an eligible client's functioning in his or her own home, that of a care-giver or foster home. Services may include the following:

**Adult Day Care** - Provides care and supervision to meet the needs of four (4) or more functionally impaired adults for periods of less than 24 hours, but more than two (2) hours per day in a place other than the client's own home. Services may include meals, transportation and recreational activities.

**Adult Day Health Care** - Provides a continuing, organized program of rehabilitative, therapeutic and supportive health and social services and activities to individuals who are functionally impaired and who, due to the severity of their functional impairment, are not capable of fully independent living.

**Adult Foster Care** - Provides a family living environment for eligible clients who are functionally impaired and who, due to the severity of their functional impairments, are considered to be in imminent risk of death or serious bodily harm and as a consequence are not capable of fully independent living. The home provides supportive services such as bathing, dressing, grooming, assistance with toileting and enhancement of skills and independence in daily living. Client pays for room and board costs.

**Chore** - Provides heavy cleaning and/or yard and sidewalk maintenance only in extreme, specific and individual circumstances when lack of these services would make the home uninhabitable. This service does not include routine lawn and yard maintenance.

**Home Delivered Meals** - Provides one daily nutritious meal to eligible clients who are (1) homebound and (2) unable to prepare meals or are without an informal provider to do meal preparation. Each meal must equal one-third of the Recommended Daily Allowance.

**Homemaker** - Provides basic upkeep and management of the home and household assistance. May include menu planning, running errands, laundry, essential shopping, meal preparation and simple household tasks. Medically oriented personal care tasks are not included as a part of this service.

**Personal Emergency Response System** - Provides an in-home, 24-hour support system with two-way verbal and electronic communication with an emergency control center, which enables an elderly, infirm, or homebound individual to secure immediate help in the event of a physical, emotional or environmental emergency.

**Respite** - Provides temporary relief to persons providing long-term care for clients in their homes. Can be offered only in situations where there is a formal primary caregiver.

**Alternatives for Adults with Disabilities:** Provides attendant care and environmental modification services to individuals who meet the criteria for intermediate nursing home care; the individual's income should be under 300% of poverty and meet the resource limits for Medicaid. Persons who qualify will also receive regular Medicaid benefits such as prescription medications, doctor and hospital services. Clients must be able to supervise their service providers whom they may choose from the list of eligible providers.

**Other Medicaid Services:**

**Targeted Case Management** - Medicaid clients sixty (60) years of age or older who have limited functional capabilities and need assistance with the coordination of multiple services and/or resources may be eligible for this service. Case management services will assist Medicaid recipients in gaining access to needed medical, social, educational and other services.

**Personal Care** - A Medicaid client may receive these services if he/she requires assistance with at least two activities of daily living tasks. Services may include assistance with basic personal care, meal preparation, essential household activities and transportation.

**Home Health** - Medicaid clients may receive assistance with periodic nursing care to preserve life or prevent or delay the necessity of inpatient care. These services include “part-time” or “intermittent” care provided by a registered professional nurse, licensed practical nurse, student nurse or home health aide.

**Hospice** - Terminally ill Medicaid clients may receive a continuum of care services under this category. Services may include routine home care, continuous home care, inpatient respite care and general inpatient care.

**Transportation** - Medicaid clients may receive assistance with obtaining transportation to a medical facility. This may include ambulance services.

# **Public Benefits Offices**

**Social Security Offices (with separate listing by county)**

**Pages 27-29**

**DHS County Offices**

**Pages 30-31**

**Community Action Programs**

**Pages 32-34**

**Summary of Benefits**

**Page 36**

To apply for aging services listed on pages 21-23, please refer to the Area Agency on Aging for your county. Area Agencies on Aging, with the counties they serve, are listed on page *i* at the front of this booklet.

## Arkansas Social Security Offices by County Served

<u>County</u>	<u>Telephone</u>	<u>Office</u>	<u>Address</u>	<u>City/State/Zip</u>
Arkansas	870-534-0183	Pine Bluff Dist. Office	2522 Federal Bldg. 100 E. 8 <sup>th</sup>	Pine Bluff AR 71601
Ashley	870-862-5788	El Dorado Dist. Office	337 W. Main Street	El Dorado AR 71730
Baxter	870-424-3113*	Mountain Home ResSta	955 Wallace Knob Rd, Suite 2	Mountain Home AR 72653
Benton	479-521-3435	Fayetteville Dist. Office	2153 E. Joyce Blvd., Suite 101	Fayetteville AR 72703
Boone	870-741-7677	Harrison Business Ofc.	131 W. Industrial Park Rd	Harrison AR 72601
Bradley	870-534-0183*	Pine Bluff Dist. Office	2522 Federal Bldg. 100 E. 8 <sup>th</sup>	Pine Bluff AR 71601
Calhoun	870-862-5788	El Dorado Dist. Office	337 W. Main Street	El Dorado AR 71730
Carroll	870-741-7677	Harrison Business Ofc.	131 W. Industrial Park Rd.	Harrison AR 72601
Chicot	870-534-0183*	Pine Bluff Dist. Office	2522 Federal Bldg. 100 E. 8 <sup>th</sup>	Pine Bluff, R 71601
Clark	501-624-0430	Hot Springs Dist. Office	225 Hazel St.	Hot Springs AR 71901
Clay	870-972-4620	Jonesboro District Ofc.	2608 Fair Park	Jonesboro AR 72401
Cleburne	501-268-5305	Searcy Business Office	701 Airport Loop	Searcy AR 72143
Cleveland	870-534-0183	Pine Bluff Dist. Office	2522 Federal Bldg. 100 E. 8 <sup>th</sup>	Pine Bluff AR 71601
Columbia	870-862-5788	El Dorado Dist. Office	337 W. Main Street	El Dorado AR 71730
Conway	479-968-2762	Russellville Bus. Office	201 South Rochester	Russellville AR 72801
Craighead	870-972-4620	Jonesboro District Ofc.	2608 Fair Park	Jonesboro AR 72401
Crawford	479-646-7154	Fort Smith District Ofc.	4933 Old Greenwood Road	Fort Smith AR 72903
Crittenden	870-735-7772	West Memphis Res.Sta	202 B Shoppingway Blvd.	West Memphis AR 72301
Cross	870-633-3018	Forrest City Dist. Ofc.	200 N. Forrest Street	Forrest City AR 72335
Dallas	870-862-5788	El Dorado Dist. Office	337 W. Main Street	El Dorado AR 71730
Desha	870-534-0183	Pine Bluff Dist. Office	2522 Federal Bldg. 100 E. 8 <sup>th</sup>	Pine Bluff, AR 71601
Drew	870-534-0183	Pine Bluff Dist. Office	2522 Federal Bldg. 100 E. 8 <sup>th</sup>	Pine Bluff, AR 71601
Faulkner	501-324-5827	Conway Resident Sta.	2125 Harkrider Suite 48	Conway AR 72032
Franklin	479-646-7154	Fort Smith District Ofc.	4933 Old Greenwood Road	Fort Smith AR 72903
Fulton	870-793-3488	Batesville Business Ofc	111 North 12th Street	Batesville AR 72502
Garland	501-624-0430	Hot Springs Dist. Office	225 Hazel St.	Hot Springs AR 71901
Grant	870-534-0183	Pine Bluff Dist. Office	2522 Federal Bldg. 100 E. 8 <sup>th</sup>	Pine Bluff AR 71601
Greene	870-972-4620	Jonesboro District Ofc.	2608 Fair Park	Jonesboro AR 72401
Hempstead	903-794-3756	Texarkana District Ofc.	1614 Hampton Rd./Howard Plz	Texarkana TX 75503
Hot Springs	501-624-0430	Hot Springs Dist. Office	225 Hazel St.	Hot Springs AR 71901
Howard	903-794-3756	Texarkana District Ofc.	1614 Hampton Rd./Howard Plz	Texarkana TX 75503
Independence	870-793-3488	Batesville Business Ofc	111 North 12th Street	Batesville AR 72502
Izard	870-793-3488	Batesville Business Ofc	111 North 12th Street	Batesville AR 72502
Jackson	870-972-4620	Jonesboro District Ofc.	2608 Fair Park	Jonesboro AR 72401
Jefferson	870-534-0183	Pine Bluff Dist. Office	2522 Federal Bldg. 100 E. 8 <sup>th</sup>	Pine Bluff AR 71601
Johnson	479-968-2762	Russellville Bus. Office	201 S. Rochester	Russellville AR 72801
Lafayette	903-794-3756	Texarkana District Ofc.	1614 Hampton Rd./Howard Plz	Texarkana TX 75503
Lawrence	870-972-4620	Jonesboro District Ofc.	2608 Fair Park	Jonesboro AR 72401
Lee	870-633-3018	Forrest City Dist. Ofc.	200 N. Forrest Street	Forrest City AR 72335
Lincoln	870-534-0183	Pine Bluff Dist. Office	2522 Federal Bldg. 100 E. 8 <sup>th</sup>	Pine Bluff AR 71601
Little River	903-794-3756	Texarkana District Ofc.	1614 Hampton Rd./Howard Plz	Texarkana TX 75503
Logan	479-646-7154	Fort Smith District Ofc.	4933 Old Greenwood Road	Fort Smith AR 72903
Lonoke	501-833-9520	North Little Rock Ofc	3608 E. Kiehl	Sherwood AR 72120

Where telephone numbers are noted with an \*, calls about pending cases should be made to the primary office serving the area.

## Arkansas Social Security Offices by County Served

<u>County</u>	<u>Telephone</u>	<u>Office</u>	<u>Address</u>	<u>City/State/Zip</u>
Madison	479-521-3435	Fayetteville Dist. Office	2153 E. Joyce Blvd.	Fayetteville AR 72703
Marion	870-741-7677	Harrison Business Ofc.	131 W. Industrial Park Rd.	Harrison AR 72601
Miller	903-794-3756	Texarkana District Ofc.	1614 Hampton Rd./Howard Plz	Texarkana TX 75503
Mississippi	870-763-4976	Blytheville Bus. Office	1403 South Division Street	Blytheville AR 72315
Monroe	870-633-3018	Forrest City Dist. Ofc.	200 N. Forrest Street	Forrest City AR 72335
Montgomery	501-624-0430	Hot Springs Dist. Ofc	225 Hazel St. PO Box 5501	Hot Springs AR 71901
Nevada	903-794-3756	Texarkana District Ofc.	1614 Hampton Rd./Howard Plz	Texarkana TX 75503
Newton	870-741-7677	Harrison Business Ofc.	131 W. Industrial Park Rd	Harrison AR 72601
Ouachita	870-836-4366	Camden Res. Station	435 W. Washington Street	Camden AR 71701
Perry	479-968-2762	Russellville Bus. Office	201 S. Rochester	Russellville AR 72801
Phillips	870-338-6783	Helena Business Ofc.	406 Pecan Street	Helena AR 72342
Pike	870-624-0430	Hot Springs Dist. Ofc.	225 Hazel St.	Hot Springs AR 71901
Poinsett	870-972-4620	Jonesboro District Ofc.	2608 Fair Park	Jonesboro AR 72401
Polk	501-624-0430	Hot Springs Dist. Ofc.	225 Hazel St.	Hot Springs AR 71901
Pope	479-968-2762	Russellville Bus. Office	201 S. Rochester	Russellville AR 72801
Prairie	501-833-9520	North Little Rock Ofc	3608 E. Kiehl	Sherwood AR 72120
Pulaski North	501-833-9520	North Little Rock Ofc	3608 E. Kiehl	Sherwood AR 72120
Pulaski South	501-324-5827	Little Rock Dist. Ofc	Rm 1201 Fed. Bldg 700 Capitol	Little Rock AR 72201
Randolph	870-972-4620	Jonesboro District Ofc.	2608 Fair Park	Jonesboro AR 72401
Saline	501-324-5827	Little Rock Dist. Ofc	Rm 1433 Fed. Bldg 700 Capitol	Little Rock AR 72201
Scott	479-646-7154	Fort Smith District Ofc.	4933 Old Greenwood Road	Fort Smith AR 72903
Searcy	870-741-7677	Harrison Business Ofc.	131 W. Industrial Park Rd.	Harrison AR 72601
Sebastian	479-646-7154	Fort Smith District Ofc.	4933 Old Greenwood Road	Fort Smith AR 72903
Sevier	903-794-3756	Texarkana District Ofc.	1614 Hampton Rd./Howard Plz	Texarkana TX 75503
Sharp	870-793-3488	Batesville Business Ofc	111 North 12th Street	Batesville AR 72502
Stone	870-793-3488	Batesville Business Ofc	111 North 12th Street	Batesville AR 72502
St. Francis	870-633-3018	Forrest City Dist. Ofc.	200 N. Forrest Street	Forrest City AR 72335
Union	870-862-5788	El Dorado Dist. Office	337 W. Main Street	El Dorado AR 71730
Van Buren	501-268-5305	Searcy Business Office	701 Airport Loop	Searcy AR 72143
Washington	479-521-3435	Fayetteville Dist. Office	2153 E. Joyce Blvd.	Fayetteville AR 72703
White	501-268-5305	Searcy Business Office	701 Airport Loop	Searcy AR 72143
Woodruff	870-633-3018	Forrest City Dist. Ofc.	200 N. Forrest Street	Forrest City AR 72335
Yell	479-968-2762	Russellville Bus. Office	201 S. Rochester	Russellville AR 72801



## Social Security Administration District Offices for Arkansas

<p>Little Rock District Office Rm 1201, Federal Bldg. 700 West Capitol Ave. Little Rock AR 72201 Telephone: 501-324-5827 Fax: 501-324-7140</p>	<p>Forrest City District Office 200 N. Forrest Street Forrest City AR 72335 Phone: 870-633-3018 Fax: 870- 633-0622</p>	<p>Jonesboro District Office 2608 Fair Park Jonesboro AR 72401 Telephone: 870-972-4620 Fax: 870-931-5943</p>
<p>Conway Resident Station 2125 Harkrider Suite 48 Conway AR 72032 Phone: 501-324-5827</p>	<p>Helena Business Office 406 Pecan Helena AR 72342 Phone: 870-338-6783</p>	<p>Batesville Business Office 111 North 12th Street Batesville AR 72501 Phone: 870-793-3488</p>
<p>North Little Rock Business Office 3608 E. Kiehl Sherwood AR 72120 Phone: 501-833-9520 Fax: 501- 833-9676</p>	<p>West Memphis Res. Sta 202 Shopping Way Blvd West Memphis AR 72301 Phone: 870-735-7772</p>	<p>Mountain Home Resident Sta 955 Wallace Knob Rd., Suite 2 Mountain Home AR 72653 Phone: 870-424-3113</p>
<p>Searcy Business Office 701 Airport Loop Searcy AR 72143 Phone: 501-268-5305</p>		<p>Blytheville Business Office 1403 S. Division Street Blytheville AR 72315 Phone: 870-763-4976</p>
<p>Fayetteville District Office Suite 101 2153 E. Joyce Blvd. Fayetteville AR 72703 Telephone: 479-521-3435 Fax: 479-521-6759</p>	<p>Fort Smith District Office 4933 Old Greenwood Road Fort Smith AR 72903 Telephone: 479-646-7154 Fax: 479-646-6294</p>	<p>Pine Bluff District Office 2522 Federal Bldg/ 100 East 8th Pine Bluff AR 71601 Phone: 870- 534-0183 Fax: 870-535-5381</p>
<p>Harrison Business Office 131 West Industrial Park Rd. Harrison AR 72601 Phone: 870-741-7677</p>	<p>Russellville Business Office 201 S. Rochester Russellville AR 72801 Phone: 479-968-2762</p>	
<p>El Dorado District Office 337 W. Main Street El Dorado AR 71730 Telephone: 870-862-5788 Fax: 870-862-9133</p>	<p>Texarkana District Office* 1614 Hampton Rd Howard Plaza Texarkana TX 75503 Telephone: 903-794-3756</p>	<p>Hot Springs District Office 225 Hazel Street Hot Springs AR 71901 Telephone: 501-624-0430 Fax: 501-321-0645</p>
<p>Camden Resident Station 435 W. Washington St. Camden AR 71701</p>		

## Arkansas Department Of Human Services County Offices

County	Phone	Street Address	PO Box	City	Zip Code
Arkansas	870-946-4519	100 Court Sq.		Dewitt	72042-2025
Arkansas	870-673-3597	203 S. Leslie	PO Box 270	Stuttgart	72160-0270
Ashley	870-853-9816	201 W. Lincoln	PO Box 190	Hamburg	71646-0190
Baxter	870-425-6011	204 Bucher Dr.	PO Box 408	Mountain Home	72654-0408
Benton	479-273-9011	900 Southeast 13th Ct.		Bentonville	72712-5998
Boone	870-741-6107	2126 Capps Road	PO Box 1096	Harrison	72601-1096
Bradley	870-226-5878	902 Halligan	PO Box 509	Warren	71671-0509
Calhoun	870-798-4201	136 Archer	PO Box 1068	Hampton	71744-1068
Carroll	870-423-3351	304 Hailey Rd.	PO Box 425	Berryville	72616-0425
Chicot	870-265-3821	1736 Hwy. 65 & 82 So.	PO Box 71	Lake Village	71653-0071
Clark	870-246-9886	602 S. 10th Street	PO Box 968	Arkadelphia	71923-9068
Clay	870-598-2282	187 N. 2nd Street	PO Box 366	Piggott	72454-0366
Clay	870-857-6544	1007 Ada Street		Corning	72422
Cleburne	501-362-3298	1521 W. Main	PO Box 1140	Heber Springs	72543-1140
Cleveland	870-325-6218	5 <sup>th</sup> & Main Street	PO Box 465	Rison	71665-0465
Columbia	870-234-4190	601 E. University	PO Box 1109	Magnolia	71754-1109
Conway	501-354-2418	#2 Bruce Street	PO Box 228	Morrilton	72110-0228
Craighead	870-972-1732	2920 McClellan Dr.		Jonesboro	72401-7291
Crawford	479-474-7595	704 Cloverleaf Cir.		Van Buren	72956-5060
Crittenden	870-732-5170	401 S. Airport Rd.		W. Memphis	72301-1734
Cross	870-238-8553	803 E. Hwy. 64	PO Box 572	Wynne	72396-0572
Dallas	870-352-5115	1202 W. 3rd St.		Fordyce	71742-9989
Desha	870-222-4144	200 North First Street	PO Box 1009	McGehee	71654-0111
Drew	870-367-6835	444 Hwy. 425 North	PO Box 1350	Monticello	71657-0449
Faulkner	501-730-9900	1000 E. Siebenmorgan	PO Box 310	Conway	72033-0310
Franklin	479-667-2379	800 W. Commercial		Ozark	72949-0261
Fulton	870-895-3309	222 Byron Road	PO Box 650	Salem	72576-0650
Garland	501-321-2583	115 Market St.		Hot Springs	71901-9990
Grant	870-942-5151	#16 Opportunity Dr.	PO Box 158	Sheridan	72150-0158
Greene	870-236-8723	809 Goldsmith Road	PO Box 839	Paragould	72451-0839
Hempstead	870-777-8656	116 N. Laurel		Hope	71801-0723
Hot Spring	501-332-2718	2505 Pine Bluff St.	PO Box 813	Malvern	72104-0813
Howard	870-845-4334	534 N. Main	PO Box 1740	Nashville	71852-1740
Independence	870-698-1876	100 Weaver Avenue		Batesville	72501-7393
Izard	870-368-4318	620 E. Main St.	PO Box 65	Melbourne	72556-0065
Jackson	870-523-9828	3rd & Hazel St.	PO Box 658	Newport	72112-0658
Jefferson	870-534-4200	1222 W. 6th	PO Box 5670	Pine Bluff	71611-3928
Johnson	479-754-2355	900 S. Rogers Ave.	PO Box 1636	Clarksville	72830-1636
Lafayette	870-921-4283	2612 Spruce Street		Lewisville	71845-0970
Lawrence	870-886-2408	400 N.W. 4th St.	PO Box 69	Walnut Ridge	72476-0069
Lee	870-295-2597	772 W. Chestnut St.	PO Box 309	Marianna	72360-0248
Lincoln	870-628-4105	101 W. Wiley St.		Star City	71667-1128
Little River	870-898-5155	90 Waddell St.		Ashdown	71822-2830
Logan	479-963-2783	#17 W. McKeen		Paris	72855-3228
Logan	479-675-3091	398 E. 2nd.		Booneville	72927-3703
Lonoke	501-676-3113	100 Park St.	PO Box 260	Lonoke	72086-0236

## Arkansas Department Of Human Services County Offices

County	Phone	Street Address	PO Box	City	Zip Code
Madison	479-738-2161	1013 N. College Av.	PO Box 128	Huntsville	72740-0128
Marion	870-449-4058	114 Old Main	PO Box 447	Yellville	72687-0447
Miller	870-773-0563	3809 Airport Plaza		Texarkana	71854
Mississippi (1)	870-763-7093	1104 Byrum Road		Blytheville	72315-2802
Mississippi (2)	870-563-5234	437 S. Country Club Rd.		Osceola	72370-4207
Monroe (1)	870-747-3329	Hwy. 302 N.	PO Box 354	Clarendon	72029-2791
Monroe (2)	870-734-1445	301 1/2 N. New Orleans		Brinkley	72021-2813
Montgomery	870-867-3184	205 Hwy. 27 South	PO Box 445	Mount Ida	71957-0445
Nevada	870-887-6626	355 W. 1st St.	PO Box 292	Prescott	71857-0292
Newton	870-446-2237	100 Spring Street	PO Box 452	Jasper	72641-0452
Ouachita	870-836-8166	222 Van Buren St. NW	PO Box 718	Camden	71711-3931
Perry	501-889-5105	213 Houston Ave.		Perryville	72126-9539
Phillips	870-338-8391	104 D'Anna Place	PO Box 277	Helena	72342-0439
Pike	870-285-3111	331 E. 13th Street	PO Box 200	Murfreesboro	71958-0200
Poinsett	870-578-5491	406 N. Illinois	PO Box 526	Harrisburg	72432-0526
Polk	479-394-3100	606 Pine St.		Mena	71953-0807
Pope	479-968-5596	701 N. Denver		Russellville	72801-3403
Prairie	870-998-2581	#4 Market St.	PO Box 356	DeValls Bluff	72041-0356
Pulaski North	501-682-0100	1900 E. Wash. Ave.	PO Box 5701	No. Little Rock	72119-5701
Pulaski South	501-682-9382	1105 MLK, Jr.	PO Box 2620	Little Rock	72203-2620
Pulaski Jacksonville	501-371-1200	2636 West Main	PO Box 626	Jacksonville	72078
Pulaski SW	501-371-1100	6801 Baseline Rd.	PO Box 8916	Little Rock	72219-9922
Pulaski East	501-371-1300	1424 E. Second		Little Rock	72203
Randolph	870-892-4475	1408 Pace Rd.		Pocahontas	72455-4307
Saline (1)	501-315-1600	1603 Edison Ave.	PO Box 608	Benton	72018-0608
Saline (2)	501-847-6056	101 NW 3rd, Suite E		Bryant	72022
Scott	479-637-4141	S. Hwy. 71B	PO Box 840	Waldron	72958-0840
Searcy	870-448-3153	350 School Street	PO Box 279	Marshall	72650-0279
Sebastian	479-782-4555	616 Garrison Ave.		Fort Smith	72901-2598
Sevier	870-642-2623	W. Collin Raye Dr. TNPB	Prof Bldg. A	DeQueen	71832-2007
Sharp	870-994-7358	Hwy. 167 N.	PO Box 159	Ash Flat	72513
St. Francis	870-633-1242	1200 E. Broadway	PO Box 899	Forrest City	72336-0899
Stone	870-269-4321	H. C. 71, Box 180		Mountain View	72560-9638
Union	870-862-6631	123 W. 18th St.		El Dorado	71730-7098
Van Buren	501-745-4192	362 Ingram Street		Clinton	72031-0126
Washington (1)	479-521-1270	4044 Frontage Rd.		Fayetteville	72703
Washington (2)	479-442-4029	4171 N. Crossover		Fayetteville	72703
White	501-268-8696	608 Rodgers Dr.		Searcy	72143-4199
Woodruff	870-347-2537	1200 Hwy 33 North	PO Box 493	Augusta	72006-0493
Yell	479-495-2723	818 M St./Hwy. 10 E.	PO Box 277	Danville	72833-0277

**Community Action Programs Serving Arkansas**  
(Subgrantees of the AR Office of Community Services)

<b>Program</b>	<b>Counties Served</b>
<b>ARVAC</b> Arkansas River Valley Area Council, Incorporated PO Box 808 Dardanelle AR 72834 Telephone: 479-229-4861 Fax: 479-229 4863	Conway Franklin Johnson Logan Perry Polk
Weatherization: Universal Housing Development Corporation POB 896, Russellville AR 72801 Phone: (479) 968-5001, Fax: 968-5002	Pope Scott Yell
<b>BRAD</b> Black River Area Development Corporation 1403 Hospital Drive Pocahontas AR 72455 Telephone: 870-892-5219 Fax: 870-892-0707	Clay Lawrence Randolph
<b>CADC</b> Central Arkansas Development Council, Inc. PO Box 580 Benton AR 72018 Telephone: 501-778-1121 Little Rock Telephone: 501-315-1121 Fax: 501-778-9120	Saline Hot Spring Montgomery Pike Clark Calhoun
Weatherization for Lonoke: Lonoke County Weatherization 200 N. Center St. Suite 201 Lonoke AR 72086 Phone: 501-676-6563 Fax: 501-676-3038	Columbia Dallas Ouachita Union Pulaski Lonoke
<b>CAPCA</b> Community Action Program for Central Arkansas, Inc 707 Robin Street, Ste. 118 Conway AR 72034 Telephone: 501-329-3891 Fax: 501-329-8642	White Faulkner Cleburne
<b>CRDC</b> Crowley's Ridge Development Council 2114 N. Chruch PO Box 1497 Jonesboro AR 72403-1497 Telephone: 870-935-8610 Fax: 870-935-0291	Craighead Greene Jackson Poinsett Cross Crittenden St. Francis Woodruff
Weatherization for Cross, Crittenden, Woodruff, St Francis; AR Land & Farm Dev. Corp; Phone:870-734-1140, Fax : 870-734-3520	

<b>Program</b>	<b>Counties Served</b>
C-SCDC      Crawford-Sebastian Community Development Council, Inc. PO Box 4069 Fort Smith AR 72914 Telephone: 479-785-2303 Fax: 479-785-2341	Crawford Sebastian
CSO      Community Services Office, Inc. P.O. Box 1175 Hot Springs AR 71902  Telephone: 501-624-5724 Fax: 501-624-1645	Garland
EOAWC      Economic Opportunity Agency of Washington County, Inc. 614 East Emma Ave Suite M 401 Springdale AR 72764 Telephone: 479-872-7479 Fax: 479-872-7482  Weatherization: Office of Human Concern: Phone: 501-636-7301, Fax: 636-7312	Washington
MCAEOC      Mississippi County , Arkansas Economic Development Commission, Inc PO Drawer 1289 Blytheville AR 72316 Telephone: 870-532-2348 Fax: 870-532-2625	Mississippi
M- DCS      Mid Delta Community Services, Inc. 610 Biscoe Street Helena AR 72342 Telephone: 870-338-6404 Fax: 870-338-3629  Weatherization for Lee County: AR Farm & Dev. Corp.      Phone: 870-734-1110 Fax: 870-734-3520	Phillips Monroe Prairie Lee
NADC      North Central Arkansas Development Council, Inc PO Box 3349 Batesville AR 72503 Telephone: 870- 793-5765 Fax: 870-793-2167	Fulton Izard Sharp Stone Independence
OHC      Office of Human Concern PO Box 778 Rogers AR 72757 Telephone: 479-636-7301 Fax: 479-636-7312	Benton Carroll Madison

<b>Program</b>		<b>Counties Served</b>
OOI	Ozark Opportunities, Inc. PO Box 1400 Harrison AR 72602 Telephone: 870-741-9406 Fax: 870-741-0924	Baxter Boone Marion Newton Searcy Van Buren
PB-JCEOC	Pine Bluff-Jefferson County Economic Opportunities Commission, Inc. PO Box 7228 Pine Bluff, Arkansas 71611 Telephone: 870-536-0046 Fax: 870-535-7558	Arkansas Cleveland Grant Jefferson Lincoln
SEACAC	Southeast Arkansas Community Action Corporation PO Box 312 Warren AR 71671 Telephone: 870-226-2668 Fax: 870-226-5637	Ashley Bradley Chicot Desha Drew
SWADC	Southwest Arkansas Development Council, Inc. 3902 Sanderson Lane Texarkana AR 71854 Telephone: 870-773-5504 Fax: 870-772-2974	Hempstead Howard Lafayette Little River Miller Nevada Sevier

## 2003 Summary of Public Benefits for Seniors

Benefit *	Income Individual	Income Couple	Resources Individual	Resources Couple
SSI with SSA	\$572.00+	\$849.00+	\$2000	\$3000
SSI	\$552.00	\$829.00	\$2000	\$3000
*QMB+	\$769.00+	\$1030.00+	\$4000	\$6000
*SMB+	\$918.00	\$1232.00	\$4000	\$6000
*QI #1	\$1031.00	\$1384.00	\$4000	\$6000
ElderChoices Alternatives	\$1656.00	—	\$2000	\$3000
IndependentChoices Medicaid eligible or enrolled in Medicaid services			\$2000	\$3000
Food Stamps	\$739.00	\$995.00	\$2000	\$3000
Commodities*	\$973.00	\$1313.00	No resource guidelines	
HEAP	\$922.00	\$1243.00	\$3000	\$3000
HEAP (Crisis)	\$922.00	\$1243.00	\$3000	\$3000
Weatherization	\$935.42	\$1262.00	No resource guidelines	
Electricity Sales Tax Exemption	\$12,000 Annual household income		No resource guidelines	
Act 79 /Homestead Property Exemption	Homestead Property replaced by Act 79 for all homeowners		No resource guidelines	
Medicare	Part B Premium Part B Deductible Hospital Deductible		\$58.70 \$100.00 \$812.00	

**These are general current income and resource guidelines as of April 2003. Please refer to the Public Benefits Handbook for more information regarding program eligibility. There are more eligibility factors to consider.**

**+ Indicates that \$20 income exclusion has been added in.**

**Revised 6/2003**